Returned Merchandise Authorization (RMA)

Important: i3 reserves the right to change this policy without prior notice.
Refer to the most recent copy of this policy only. Other copies will be considered invalid.

Rev. 150401

Returned Merchandise Authorization Number

All items returned to i3 International must be accompanied by an RMA number, without exception.
Merchandise without an RMA number will be refused by i3's receiving department. Any product returned without prior authorization will be sent back to the customer, collect. Please include the RMA number on the waybill or shipping label and write it clearly and prominently on the top right corner of the shipping box.

RMA number can be obtained by sending an email to rmasupport@i3international.com or speaking with i3 Technical Support Department (1.877.877.7241).
The following product information will be obtained:

a) Model and serial number
b) Date of shipment from i3 Factory, Purchase Order (PO) number, Sales Order (SO) number or i3 invoice number
c) Details of defect or reason for return

If the RMA is approved, the RMA number will be issued and provided to the customer. All RMAs must include i3 Invoice number or customer PO number for the product in question, for reference. Without i3 Invoice or customer PO number reference, no credit can be issued by i3 International. Once the RMA number is issued, the customer will be directed to include the RMA number with the shipment back to i3 International's premises.
* Please note that RMA number expires 30 days from the date of issue. In that case, contact Technical Support again to issue a new valid RMA numer.

** IMPORTANT **

Prior to shipment of replacement or repaired units or parts from i3's premises back to the customer, i3 requires a PO from the customer citing i3's RMA number as confirmation that the customer wishes to have this product sent to their attention. In some cases, customer PO will be required before RMA number is issued. Read *RMA Under Warranty* section for more information.

Return for Credit

To return i3 products for credit, customers must obtain an RMA number, marked Return for Credit. Provide the reason under "Reason for Return" as well as the customer original PO number or i3 invoice number, for reference. Without i3 Invoice or customer PO number reference, no credit can be issued by i3 International. All products returned for credit are subject to inspection and testing before determination is made to allow credit.
i3 products may be returned to i3's premises for a full credit, excluding freight costs, provided that:

- the returned products are received at i3 facility within **30 days** of the original ship date
- the products are new, unused and in "resale condition"
- product manufacture date is 3 months of less
- products are returned in their original, unopened packaging

Return for Credit products received at i3 facility within **31-90 days** from the original ship date are subject to the 25% restocking fee. A credit memo of 75% of the original invoice, excluding freight, will be issued to the customer provided that all other RMA conditions above are met. No credit returns will be processed beyond 91 days from the product's original ship date.

Shortages, Defects; Losses and Damage in Transit

Shortages and defects must be reported immediately. Claims for losses or damage in transit must be made, as provided by law, to the transportation company by the buyer.

HVR/NVR/DVR - 45-day Advanced Replacement Warranty

All units are covered against failure under Advanced Replacement Warranty for the first 45 days since the original ship date. To qualify for coverage under Advanced Replacement warranty policy, the unit/part/component damage must not be resultant from abuse or neglect, willful or accidental.

Failure of a ***major*** component within the unit, not resultant from customer abuse or neglect, will result in a unit replacement. Failure of a ***minor*** component or of the unit accessory, not resultant from customer abuse or neglect, will result in part/component replacement. To qualify for a new replacement unit/part/component under the 45-day Advanced Replacement warranty, the process below must be followed:

- customer obtains RMA number from i3 Technical Support department for the non-working unit/part/component
- customer PO for replacement unit/part/component is received at i3's premises (citing RMA number).
- replacement unit/part/component is shipped to customer with the new invoice.
- faulty unit/part/component is shipped back to i3's attention with RMA form.
- faulty unit/part/component is received at i3 facility (with RMA number indicated on the box) and tested.
- RMA form is sent to i3 accounting, credit memo is generated for the shipped replacement unit.

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Bulk RMA Shipments

Customers who wish to accumulate a number of components for a bulk RMA shipment must request an RMA number when ready to ship the product(s). Customers must keep records of Serial, Invoice, and PO numbers per item.

Freight

Customers are responsible for freight costs to ship equipment to i3. i3 International is responsible for return freight costs to ship the equipment back to the customer. Only in case of Advanced Replacement, i3 will pay freight two-ways.

RMA Under Warranty Repairs

Please consult i3's Limited Product Warranty policy to more information about your i3 product's warranty.
Under-warranty products in need of repair must be returned to the i3 facilities, freight charges prepaid, accompanied by an RMA number. Please refer to the *Returned Merchandise Authorization Number* section for more information. Any product returned without prior authorization will be sent back to the customer, collect.

RMA Repairs. Year 1 of Original Warranty

All DVR/HVR/NVR units are covered against failure for 1 year since the original ship date. To qualify for repair coverage under i3 warranty policy, the unit/part/component damage must not be resultant from abuse or neglect, willful or accidental. To qualify for the 1st year RMA repair, the process below must be followed:

- customer contacts i3 Technical Support (1.877.877.7241) and requests a repair RMA Number.
- RMA number is sent to the customer, customer ships the unit to i3, the unit is received at i3 premises.
- unit is repaired by RMA technician.
- repaired unit is shipped back to the customer.

Flat Rate RMA Repair Warranty. Years 2 and 3 of Original Warranty

Select DVR/HVR/NVR models qualify for Flat Rate RMA Repair during the 2nd and 3rd year of the original unit warranty. Flat Rate RMA Repair warranty sets the flat rate for the cost of repair parts, depending on unit model, while repair labour charges are covered under the unit's original warranty. Please consult i3's Limited Product Warranty policy for more information about your i3 product's warranty.
To qualify for Flat Rate RMA Repair, the process below must be followed:

- customer contacts i3 Technical Support (1.877.877.7241) and requests a repair RMA Number.
- customer issues PO for repair, in accordance with the Flat Rate RMA Repair Fee Structure (*see below*).
- RMA number is sent to the customer, customer ships the unit to i3, the unit is received at i3 premises.
- unit is repaired by RMA technician.
- repaired unit is shipped back to the customer.
- flat rate RMA repair charges are invoiced under customer's PO.

Flat Rate RMA Repair Fee Structure

US Customers:	**Canadian Customers:**
Rackmount (7x/8x/9x) = USD$370 Compact (2i/3P/4P/4i/5x) = USD $290 Veo16 = USD $165	Rackmount (7x/8x/9x) = CAN$460 Compact (2i/3P/4P/4i/5x) = CAN $360 Veo16 = CAN$206

* Please note, above pricing applies to i3-certified dealers only. Prices are subject to change at the sole discretion of i3.

RMA Out-of-Warranty Request for Repair

Note, all out-of-warranty repairs are subject to the mandatory $95 Diagnostic Fee charge. Please see *Limited Warranty on Factory Repairs* section for information on warranty on RMA repairs. DVR/HVR/NVR models not currently under warranty can be sent in for repair following the process below.

- customer contacts i3 Technical Support (1.877.877.7241) and requests a repair RMA Number
- RMA number is sent to the customer, customer ships the unit to i3, the unit is received at i3 premises
- unit is tested by RMA technician, repair estimage is generated (mandatory $95 diagnostic fee + parts & labour, in accordance with *Out-of-Warranty Repair Parts Fee Structure*)

- customer approves estimate, issues PO for repair in accordance with the repair estimate. Note, repair will not begin until the repair PO has been received.
- unit is repaird by RMA technician
- repaired unit is shipped back to the customer
- repair charges are invoiced under customer's PO.

- customer rejects repair estimate, issues PO for $95 diagnostic fee.
- unit is shipped back to the customer
- diagnostic fee is invoiced under customer's PO.

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Out-of-Warranty Repair Parts Fee Structure

Component	Repair Charge
Diagnostic fee (mandatory)	$95
Motherboard	$190
Hard drive	$45 (per drive)
Power supply	$95
Capture card	$95 (per card)
RAM (Memory)	$45 (per unit)
Video card	$95
RAID configuration	$190 (per bay)
System setup & calibration fee (mandatory, if repair approved)	$95

* Please note, above pricing applies to i3-certified dealers only. Prices are subject to change at the sole discretion of i3.

Limited Warranty on Factory Repairs

The below Limited Warranty is applicable to **factory repairs *only*** and does not include any on site repairs. ALL products and equipment in need of servicing MUST be shipped back to the i3 Service Center(s) at the client's expense in order to qualify for and to comply with the i3 Limited Warranty.

During the labor warranty period, to repair the Product, Purchaser will either return the defective Product; freight prepaid, or deliver it to a i3 International Service Center or to a service facility authorized by i3 International. The Product to be repaired is to be returned in either its original carton or a similar package affording an equal degree of protection. i3 International will return the repaired Product freight prepaid to Purchaser. All freight costs associated with replacement of warranty parts after expiration of the original labor warranty period are the responsibility of the Purchaser. i3 International is not obligated to provide Purchaser with a substitute unit during the warranty period or at any time. For an additional fee, i3 International field service and support at the Purchaser's location is available to Purchaser at i3 International's prevailing per incident billable rates for such service subject to availability.

The limited warranty stated in this policy is subject to all of the following terms and conditions.

TERMS AND CONDITIONS

1. NOTIFICATION OF CLAIMS: WARRANTY SERVICE: If Purchaser believes that the Product is defective in material or workmanship, then written notice with an explanation of the claim shall be given promptly by Purchaser to i3 International but all claims for warranty service must be made within the warranty period. If after investigation i3 International determines that the reported problem was not covered by the warranty, Purchaser shall pay i3 International for the cost of investigating the problem at its then prevailing per incident billable rate. No repair or replacement of any Product or part thereof shall extend the warranty period as to the entire Product. The specific warranty on the repaired part only shall be in effect for a period of ninety (90) days following the repair or replacement of that part or the remaining period of the Product parts warranty, whichever is greater.

2. EXCLUSIVE REMEDY: ACCEPTANCE: Purchaser's exclusive remedy and i3 International's sole obligation is to supply (or pay for) all labor necessary to repair any Product found to be defective within the warranty period and to supply, at no extra charge, new or rebuilt replacements for defective parts. If repair or replacement fails to remedy the defect, then, and only in such event, shall i3 International refund to Purchaser the purchase price for such Product. Purchaser's failure to make a claim as provided in paragraph 1 above or continued use of the Product shall constitute an unqualified acceptance of such Product and a waiver by Purchaser of all claims thereto.

3. EXCEPTIONS TO LIMITED WARRANTY: i3 International shall have no liability or obligation to Purchaser with respect to any Product requiring service during the warranty period which is subjected to any of the following: abuse, improper use: negligence, accident, modification, failure of the end-user to follow the operating procedures outlined in the user's manual, failure of the end-user to follow the maintenance procedures in the service manual for the Product where a schedule is specified for regular replacement or maintenance or cleaning of certain parts (based on usage) and the end-user has failed to follow such schedule; attempted repair by non-qualified personnel; operation of the Product outside of the published environmental and electrical parameters, or if such Product's original identification (trademark, serial number) markings have been defaced, altered, or removed. i3 International excludes from warranty coverage Products sold AS IS and/or WITH ALL FAULTS and excludes used Products which have not been sold by i3 International to the Purchaser. i3 International also excludes from warranty coverage consumable items such as fuses and batteries.

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All software and accompanying documentation furnished with, or as part of the Product is furnished "AS IS" (i.e., without any warranty of any kind), except where expressly provided otherwise in any documentation or license agreement furnished with the Product.

4. CUSTOMER DATA
   Customer shall be solely responsible for maintaining backup data necessary to replace Customer data lost or damaged from any cause.

5. PROOF OF PURCHASE: The Purchaser's dated bill of sale must be retained as evidence of the date of purchase and to establish warranty eligibility.

6. PRODUCT REGISTRATION: Registration of any Product or of this limited warranty is voluntary; failure to register will not diminish any rights available under this warranty.

DISCLAIMER OF WARRANTY

EXCEPT FOR THE FOREGOING WARRANTIES, I3 INTERNATIONAL HEREBY DISCLAIMS AND EXCLUDES ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO ANY AND/OR ALL IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND/OR ANY WARRANTY WITH REGARD TO ANY CLAIM OF INFRINGEMENT THAT MAY BE PROVIDED IN SECTION 2-312(3) OF THE UNIFORM COMMERCIAL CODE AND/OR IN ANY OTHER COMPARABLE STATE STATUTE. I3 INTERNATIONAL HEREBY DISCLAIMS ANY REPRESENTATIONS OR WARRANTY THAT THE PRODUCT IS COMPATIBLE WITH ANY COMBINATION OF NON- I3 INTERNATIONAL PRODUCTS PURCHASER MAY CHOOSE TO CONNECT TO THE PRODUCT.

LIMITATION OF LIABILITY

THE LIABILITY OF I3 INTERNATIONAL, IF ANY, AND PURCHASER'S SOLE AND EXCLUSIVE REMEDY FOR DAMAGES FOR ANY CLAIM OF ANY KIND WHATSOEVER, REGARDLESS OF THE LEGAL THEORY AND WHETHER ARISING IN TORT OR CONTRACT, SHALL NOT BE GREATER THAN THE ACTUAL PURCHASE PRICE OF THE PRODUCT WITH RESPECT TO WHICH SUCH CLAIM IS MADE. IN NO EVENT SHALL I3 INTERNATIONAL BE LIABLE TO PURCHASER FOR ANY SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND INCLUDING, BUT NOT LIMITED TO, COMPENSATION, REIMBURSEMENT OR DAMAGES ON ACCOUNT OF THE LOSS OF PRESENT OR PROSPECTIVE PROFITS OR FOR ANY OTHER REASON WHATSOEVER

For further information and the name of the nearest authorized i3 International service facility contact:
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Web site: www.i3international.com

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